

**Westside Service Delivery Survey
FY 2003-04**

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
Public Works--Solid Waste				
Residential Contained Service	Weekly pickup of contained waste.	Weekly	Weekly	
Residential Recyclables Service	Weekly pickup of contained recyclables.	Weekly	Weekly	
Uncontained Trash Service	Quarterly pickup of uncontained/bulk trash.	Quarterly	Quarterly	All households in the city have the same bulk trash rules for put out times and restrictions for the quantity and type of material placed out for collection.
Dead Animal Removal	Remove dead animals.	On Call – complaint driven by the resident.	On Call – complaint driven by the resident.	A contracted vendor is responsible for the entire city. When a call comes in for a dead animal, the location is logged. The vendor contacts the call center every ½ hour for a list of locations. Service is provided the same day.
Illegal Dumping Crews	Remove illegally dumped waste in desert areas and alleys. Bulk trash crews respond to illegal dumping.	68,752** solid waste living units 1,062 (32%) reported cases of illegal dumping 15.45 reported cases per 1000 living units	345,606** solid waste living units 3,339 reported cases of illegal dumping cases 9.66 reported cases per 1000 living units	**Each solid waste "Living Unit" is defined as a single residential account served by the City. Living Units are generally single family homes, condos, or duplexes. The City does not generally serve apartment complexes. The Living Unit count is a core unit of measurement under which solid waste data is collected and is not an indicator of population served. Please see attached map of Living Units served in the specified area. Please see attached map showing illegal dumping cases in this area.
Neighborhood Clean-ups	Provide waste bins for special neighborhood clean-up events.	Per Council request.		Each Council District has a \$12,730 budget for neighborhood clean-ups. SWFS delivers and collects the bins and tool trailers at the Council's request.

** Living Unit data was taken from the May 1, 2004 WCIS house count reports.

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Code Enforcement	Inspect, educate, and enforce under the Solid Waste Ordinance, Chapter 27 of the Phoenix City Code.	<p>5.32 warning of violations issued per 1,000 living units</p> <p>8 (19.5%) Environmental Specialists assigned to area</p> <p>1 Environmental Specialist for every 8594 living units</p>	<p>4.60 Warning of Violations issued per 1,000 Living Units.</p> <p>41 Environmental Specialists are assigned specific geographic areas in the City</p> <p>1 Environmental Specialist for every 8,429 living units</p>	<p>Issuing a Warning of Violation or WOV is the first step of the enforcement process for Chapter 27.</p> <p>Please see map of WOVs plotted against geographical area.</p>
Household Hazardous Waste Program	Provide opportunity for Phoenix residents to dispose of household hazardous waste including batteries, oil paint, antifreeze, appliances and computers.	2 events – 3454 N. 51 Ave. and 6602 W. Encanto Blvd.	10 events annually Citywide.	10 BOPA events during the year. One of the out of area events is at 2125 N. 15th Ave, another is at Bethany and Central. Residents can utilize any of the 10 BOPA events.